



Troubleshooting CAC Issues – Tip Sheet

Troubleshooting CAC IT issues

Customers experiencing CAC IT issues are unable to log on to the network, computer(s), or website(s) using their CAC. VOs should complete the following troubleshooting steps to address and resolve the customer's CAC IT issue.

- 1.) Once the customer confirms that they are unable to log on to their network, computer(s), or website(s) using their CAC, ask the customer if he/she has reported the issue to the IT Support or PKI Help Desk.
- 2.) For customers who did not report the issue to IT Support or PKI Help Desk, verify that their CAC can be read and has an email certificate associated with it.
 - a) If the customer's CAC can be read and has an email certificate, let the customer know that you verified their PKI certificates and instruct the customer to contact IT Support or PKI Help Desk for further assistance.
 - b) If the customer's CAC can not be read, skip to *step 4* below and continue with proceeding troubleshooting steps.
- 3.) For customer who reported the issue to IT Support or PKI Help Desk, ask if the IT Support or PKI Help Desk advised them to contact the ID card office to have their card replaced or explained what the exact issue was.
 - a) If the customer did not receive this information, advised them to contact the IT Support or PKI Help Desk for this information.
 - b) If the customer was told what the issue was and/or was advised to have their CAC replaced proceed with the following troubleshooting steps below.
- 4.) Verify that the customer's record (CAC) was saved to DEERS.
- 5.) Determine if the customer's issue (as indicated by the IT Support or PKI Help Desk) fits any of the known issues below:

Known Issue #1: The Smart Card reader is unable to recognize the CAC. While the CAC may be read by the customer Smart Card reader, it may not be able to read by all readers.

Known Issue #2: The Oberthur ID One v5.2 Dual CAC cardstock (with PIV wavy-blue security printing) has been known to fail prematurely on contactless Smart Card readers. Over time, the micro processors in the readers cease to function, which results in cards not be able to work in contactless Smart Card readers.
- 6.) Re-issue CACs to customers whose CAC IT issue matches one of the known issues above or who were advised by the IT Support or PKI Help Desk to have their CAC replaced.
- 7.) Customers whose CAC IT issue does not match of the known issues and was not advised by the IT Support or PKI Help Desk to have their card replaced should be directed to the IT Support or PKI Help Desk for further assistance.

**COMMON
ACCESS CARD
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MON – FRI / 0800 – 1630

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